

# Latest innovations in MSIT's products

By MS IT solutions

## **Introduction:**

While developing a product with the help of a customer itself is an innovation, repeating the same for different customers means refinement of the innovation. MSIT has done this repeatedly for 3 different products with different customers so far. Innovation has become a way of life at MSIT.

MSIT engineers have honed the skills of comprehending, analyzing and implementing customer requirements with .NET and Java technologies. The team building, management, review and their interactions are nurtured towards team effort in solving critical problems and promotion of innovative thinking.

## **Innovation and R&D:**

Myers and Marquis (1969) said that “Innovation is not a single action but a total process of interrelated sub processes. It is not just the conception of a new idea, nor the invention of a new device, nor the development of a new market. The process is all these things acting in an integrated fashion.”

It matters little, as far as human behaviour is concerned, whether or not an idea is 'objectively' new as measured by the lapse of time since its first use or discovery ... *If the idea seems new and different to the individual, it is an innovation.*

Innovation = theoretical conception + technical invention + commercial exploitation

If 'creativity' is the thinking of novel and appropriate ideas, 'innovation' is the successful implementation of those ideas within an organization. 'Technology' is knowledge applied to products or production processes.

The main activities of industrial R&D are

- discovering and developing new technologies
- improving understanding of the technology in existing products
- improving and strengthening understanding of technologies used in manufacturing
- understanding research results from universities and other research institutions

MSIT enables R&D through its learning processes and adoption of new technology by permitting young employees to try out new ways of implementing customer

requirements.

Every year it brings out new problems to be tried with new technologies; if successful implementations are demonstrated by engineers, they are adopted into products.

**Some examples of MSIT's work:**

1. MSIT implemented a very NEW method of solving load problem in collecting data from users where the load is unpredictable; it does this by collecting data as an XML file, pushing the file to a central server and importing the file into the database. In this mode, the users will never face the problem of slowness of server; since the data is not required at server-end immediately this innovation became possible. This innovation led to enormous scalability of the system in collecting user data for several different needs
2. This method also led to several other innovations like messengers – the stakeholders of the system are given messengers using which they submitted data in an off line mode; whenever they connected to internet, the data is pushed to the central server automatically
3. Timely collection of data from users by hiding and displaying sections of a form at different points in time; Ajax technology is used effectively to display and hide sections in a form; only few users are asked to submit data for the hidden sections only when they attain certain status.
4. Elaborate mail processing is done along with bounced mail processing to keep the user's email id relevant
5. Several provisions like the above created to provide high quality data for decision-maker with high data integrity.
6. Provisions for fine tuning the bench mark data with reference to user data
7. Extreme care taken to facilitate a user filling data in various forms